

¿CÓMO HACER UN TICKET PARA PROBLEMAS EN IEVOLVE?

Talent Development

2020

Recuerda que todos los cursos se pueden demorar 24 horas en actualizarse, en el caso de cursos iON recién se actualizarán 48 horas luego de finalizado el batch.

2020



1. Ingresa a Ultimatix → Employee Services → TCS Global Help Desk → IT Services and Others.

Ultimatix

TCS Global Helpdesk

Dear Associate,

The Global Helpdesk is an integrated system that handles all your incidents, service and change requests under IT, Ultimatix, Admin, HR and other services.

Ultimatix Services / CR Tool

- Log and track your CR.
- Log and track your tickets related to iEvolve, Payroll, Timesheet, Project billing, GESS, Global Speed and others related to Ultimatix Services.

IT Services and Others

- Log and track your tickets related to IT Infrastructure, Admin, HR services, IRC, Visa services and Tools services including SEG product.
- Log and track your tickets related to Messaging, Domain, Network, Hardware, Software, Collaboration etc.

Launch

Launch

Take a tour

2. Elegir la opción “RAISE NEW UX TICKE”

Home | My Apps

My Worklist | Contact Us | Logout

Global Helpdesk Welcome

Ticket Management Help

Updates Notification

There are no updates !!!

Welcome to TCS Global Helpdesk

Start Tour

Raise New IT /HR /Admin /IRC / Other Ticket

Raise New Ultimatix Ticket

Raise a New Change Request

Check Status of Change Request

Check Ticket Status IT / HR / Admin / IRC / Other tickets

Check Ultimatix services Ticket

Dashboard
Tickets IT Services : 1

NextGen GHD

Ultimatix : Ultimatix.helpdesk@tcs.com
IT : global.helpdesk@tcs.com
Sametime : Converse Tools > Global Helpdesk

Toll Free(INDIA) : 1-800-267- 6563
Toll Free(US/CANADA) : 1-877-TCS-INDY
VOIP : 5005555

Other Countries IT : +91-80 67233733
Other Countries Ultimatix : +91-71-26687115 / +91-22-66467810 / +91-80-67233712

3. Elegir la opción “ULTIMATIX APPLICATION RELATED SERVICES”

The screenshot shows the Global Helpdesk interface. At the top, there is a navigation bar with links for Home, My Apps, My Worklist, Contact Us, and Logout. Below this is a header section with the Ultimatix logo, a globe icon, and the text 'Global Helpdesk'. A 'Welcome' message is also visible. The main content area is divided into two sections: 'Ticket History' on the left and 'Ticket Registration' on the right. In the 'Ticket Registration' section, there is a 'Select issue Category :' label. Below this label, there are two buttons: 'Ultimatix Application Related Services' and 'Ultimatix Services'. The 'Ultimatix Application Related Services' button is highlighted with a red box, and a red arrow points to it from below.

4. En la opción Type deberás elegir iEvolve

5. En la opción Item deberás buscar el problema que tienes, por ejemplo:

- ✓ **Score not updated** – Para cursos / notas que no se han actualizado como completos
- ✓ **Course not launching** – Para cursos que no cargan
- ✓ **Course not working** – Post Launching – Para cursos que luego de haber iniciado se cuelgan
- ✓ **iOn Operations** – Problemas en cursos cursos iON

Indicar siempre el Codigo de curso de iEvolve y detallar el Problema.

Se aconseja escribir los tickets en Inglés, estos son revisados por el equipo de India.

Adjuntar la evidencia del curso completo o del problema que se presenta.

Ticket Registration Help

Issue Description *

Please Enter iEvolve Course ID & Relevant Completion Screenshot with Score (If Applicable):

PRIMERO DEBERÁS ESCRIBIR LA DESCRIPCIÓN PARA QUE TE APAREZCAN LAS OPCIONES DE LA DERECHA.

Category * : Ultimatix Services

Type * : iEvolve

Item * : Score not updated

Asset ID * : 45HW000406

Preferred time to call * : 8 AM to 2 PM

☐ I have read the FAQs and Self Help documents. *

Please provide these details in description for easy resolution : Please enter iEvolve Course ID & relevant Completion screenshot with score(if applicable)

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Attachments

Elegir archivos No se el... archivo **Upload** Allowed file **Submit**

Marcar check en la casilla

Hacer Click en Submit para crear el Ticket

Thank You!

¡¡ Talent Development es tu aliado en
mejorar tu perfil profesional !!

Cualquier inquietud comunícate con:

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(Bogotá)